

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**CEMETERY MANAGER
PARKS AND RECREATION DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of supervisory duties in overseeing financial and facilities operations of the City cemetery. Employee reports to the Superintendent of Parks and Public Facilities.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs supervisory and public relations functions to ensure efficient financial and maintenance operations of the City cemetery. Work includes preparing and implementing policy recommendations, overseeing the work of a small labor and technical staff and preparing the budget for the City cemetery. Work also includes selling burial plots to clients. Employee is responsible for performing genealogical research, performing guided historical tours of the cemetery, and locating graves for the bereaved. Employee must exercise independent judgment, discretion, and initiative in completing assignments, and handling sensitive public contact situations requiring considerable tact and knowledge of City policies, procedures and programs. Work is performed with considerable independence under limited supervision of the Superintendent of Parks and Public Facilities and is evaluated through observation, conferences and review of work performed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Prepares and implements policy recommendations for cemetery staff.

Supervises a staff of technical and labor personnel and evaluates personnel performance.

Prepares cemetery budget and monitors expenditures.

Sells burial plots and other cemetery services.

Conducts surveys related to other City cemeteries, and measures, locates and marks off grave sites.

Prepares a variety of forms, records and reports that involve sales, maintenance, and burial data.

Performs genealogical and other research for City residents; performs guided historical tours of the cemetery, and prepares and reproduces related informational materials.

CEMETERY MANAGER

Maintains and purchases supplies and equipment.

ADDITIONAL JOB FUNCTIONS

Performs a variety of routine clerical work.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the organization and functions of the area of assignment.

Thorough knowledge of the standard practices, materials, tools, and equipment utilized in cemetery operations and maintenance.

Considerable knowledge of the principles and practices of cemetery management.

Considerable knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

General knowledge of the principles and practices of genealogical research.

General knowledge of the current literature, trends, and developments in the field of cemetery management.

General knowledge of the principles of supervision, organization, and administration.

General knowledge of the occupational hazards and safety precautions related to the work.

Skill in the use and care of the tools, equipment and materials employed in the work.

Ability to plan, direct, and coordinate the work of subordinates and to instruct them in proper work methods and procedures.

Ability to make routine administrative decisions independently in accordance with laws, regulations, and City policies and procedures, and to solve problems and answer questions.

Ability to establish and maintain effective working relationships with supervisors, co-workers and subordinate personnel.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to maintain records and to prepare accurate reports from statistical or other types of technical information.

Ability to compose effective correspondence; and the ability to assign and review the work of subordinate personnel.

Ability to prepare budgets and monitor expenditures.

Ability to deal with people in a tactful and effective manner and to discuss sensitive issues with them.

Ability to communicate effectively in oral and written form.

MINIMUM EXPERIENCE AND TRAINING

CEMETERY MANAGER

Bachelor's degree in management, business, human services or a related field and 3 to 5 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 18
Exempt